



Job Title: Customer Service Specialist

Company: Switchplace

Location: Remote

Job Type: Full-time

Company Overview: Switchplace is a leading corporate housing provider specializing in offering temporary housing solutions for business travelers, relocating employees, groups and individuals in need of furnished accommodations. We pride ourselves on delivering exceptional service and tailored housing solutions to meet the unique needs of our clients across the nation.

Switchplace is seeking an organized, customer-focused Customer Service Specialist to support our corporate housing guests throughout their entire stay experience. This role serves as the primary operational liaison between guests, clients, property partners, vendors, and internal teams, ensuring a seamless experience from pre-arrival planning through post-departure closeout.

Key Responsibilities:

Pre-Arrival Client Support

- Coordinate all pre-arrival logistics to ensure guest readiness and successful move-ins.
- Collect and verify property information, access instructions, parking details, amenity information, and building procedures.
- Prepare and distribute arrival communications and welcome materials to guests.
- Review pre-arrival inspection reports to ensure all apartments meet Switchplace quality standards.
- Collaborate with suppliers, property teams, and internal departments to resolve any issues prior to guest arrival.

Service & Maintenance Operations

- Serve as the primary point of contact for guests throughout their stay.
- Manage and resolve guest service requests, maintenance issues, and housing-related concerns in a timely and professional manner.
- Coordinate directly with properties, vendors, and suppliers to troubleshoot and resolve issues.
- Maintain accurate records of all service requests and guest communications within the reservation management system.
- Provide proactive updates to guests and clients regarding issue resolution status.
- Monitor open cases to ensure completion and guest satisfaction.
- Collaborate with operations and account management teams to ensure service excellence and consistent communication.

Departure & Post-Departure Support

- Coordinate guest departures and move-out procedures.
- Confirm all departure instructions are communicated and executed properly.
- Review post-move-out inspection reports and document any damages or concerns.
- Initiate and manage insurance claim processes, including guest communication, documentation collection, follow-up, and tracking.
- Ensure all post-departure activities are completed accurately and efficiently in reservation system

Vendor Billing Audit

- Review and audit cleaning and inspection vendor invoices for accuracy.
- Maintain accurate invoice records and supporting documentation.
- Submit approved invoices to the accounting department for processing and payment.

Qualifications

Required

- 2+ years of customer service, hospitality, property management, corporate housing or related experience.
- Strong verbal and written communication skills.
- Organizational and time-management abilities.
- Ability to manage multiple priorities simultaneously in a fast-paced environment.
- Strong problem-solving and conflict-resolution skills.
- Proficiency with Microsoft Office Suite and CRM/reservation management systems (CodeOne).
- High attention to detail and commitment to service excellence.

Benefits:

- Competitive salary with performance-based bonuses.
- Comprehensive health, dental, and vision insurance plans.
- Retirement savings plan with employer matching.
- Paid time off and holidays from Day 1
- Ongoing training and career development opportunities.

